



MAZDA DEALER EMAIL

March 3, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Safety Recall 5723B – 2023MY Mazda CX-50 Trailer Hitch Harness May Detach.

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2023MY CX-50 vehicles sold in the United States. Please see the description, model, year, and VIN ranges below.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2023 CX-50	7MM VA**** PN 100233 – 123654	From January 18, 2022 through October 28, 2022

The recall population is 560 vehicles. Mazda is aware of 311 vehicles in the above VIN range sold with a Port Installed Trailer Hitch, however, based on Dealership Accessory Parts Sales there are approximately 249 unidentified additional vehicles that will require dealership action. Additional vehicles will be added to the campaign based on inspection results at Mazda dealerships.

Mazda Dealer Action Requested: Review all parts sales from your dealership for the Mazda Genuine Accessory part number(s) VA40V7780 and/or VA41V7780 (Hitch Harness), and match the customer with a VIN. Please check the VIN on eMDCS to verify if Recall 5723B is present. If Recall 5723B is not present, please fill out Dealer Recall Help on [OneMazda](#), so the Recall team can add the VIN to this campaign. In addition, if you are servicing a MY2023 Mazda CX-50, and notice the factory installed hitch harness, please verify the VIN is present for Recall 5723B. If the VIN is not present, please fill out Dealer Recall Help on [OneMazda](#).

Additionally, please check your parts inventory for on hand stock of part numbers VA40V7780 and/or VA41V7780. If you find parts on hand, immediately contact your Claims Representative for a request to file a **Defective Parts** claim and further instructions. Once the material is received at your facing PDC a credit will be issued. Send the request for a Defective Claim to: claims@mazadusa.com

All Mazda dealers must use the repair calculator available in Mazda Global Service Support (MGSS) under Campaign 5723B to identify which specific part needs replacement. The replacement will either be a 4-

pin or 7-pin harness based on which part is installed on the vehicle.

Concern Outline:

On certain 2023MY CX-50 vehicles with the installed Mazda Genuine Accessory trailer hitch harness, the harness may become loose or detached, causing insufficient clearance to underbody components. The detached trailer wire harness could be damaged due to contact with the vehicle's exhaust components or road debris while driving. If the harness becomes damaged, lights and/or braking of a connected trailer may become inoperative, increasing the risk of a crash.

For all subject vehicles:

The Mazda trailer hitch harness will be replaced using an improved trailer hitch harness kit. There will be no charge for this service to vehicle owners.

Parts Ordering:

The repair parts are currently in production at the supplier and are expected to be available in April. We will send an update when parts are ready, and you can contact Dealer Recall Help to order. If an affected 2023 CX-50 arrives at your dealership, the recall team will contact the DAG to place a CEO order for you. All Mazda dealers must use the repair calculator available in MGSS under Recall 5723B to identify which specific part needs replacement.

Owner Notification:

Mazda will notify owners of affected vehicles for this campaign no later than April 28, 2023. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs. This recall also affects 2,592 customers who purchased their vehicle new in Canada. As a reminder, any vehicle from Canada or the U.S. can be repaired at any Mazda dealership in North America. If you have a Mazda Canada vehicle in your dealership, please fill out [Dealer Recall Help](#) or contact the Mazda warranty department directly.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty Information and Repair Procedures will be posted on MGSS on or before March 8, 2022 by the end of the business day. Searching the campaign with a VIN is available the same day. Keyword searching in MGSS for the campaign will be available the following business day.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For recall related questions, please fill out the [Dealer Recall Help Form](#) located on OneMazda.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Mazda North American Operations

